



FRED PERRY

Customer Copy

Delivery & Returns Note

Style	Description	Colour	Size	Qty	Price (£)	Reason Code	Comment

Reason Codes

We value your feedback - please use the following codes to tell us why you're returning your item(s).

- 71 - Too big
- 72 - Too small
- 73 - Too long
- 74 - Too short

- 75 - Poor quality
- 76 - Style doesn't suit
- 77 - Item arrived too late
- 78 - More than one size/colour ordered

- 79 - Incorrect item received
- 80 - Not as expected
- 81 - Not as described
- 82 - Item faulty

HOW TO RETURN AN ITEM

1. Next to your item(s), please select a reason code from the list above.
2. Please return your items via the Post Office, not a courier service, as your parcel could become held in customs and you will be responsible for any fees incurred.
3. Enclose this form inside your parcel and attach the pre-printed label on the front, ensuring any original delivery labels are covered. Please note that this label is **not** postage paid.
4. For your protection we advise that you use a recorded delivery service and obtain a 'Proof of Posting Certificate'. We cannot accept liability for goods that get lost or damaged in transit back to us.
5. Once we receive your parcel, it will be processed within 10-14 working days (during busy periods this can vary). Faulty items may take slightly longer to process, as they are passed to our Quality Control department for inspection.

RETURNS INFORMATION

1. If you need to return an unused item you can do so within 28 days for a refund. We will refund the monetary value of the items returned to us, at the price you purchased them.
2. For further information about returns, please visit our website www.fredperry.com/helpcentre

FRED PERRY (E-COMMERCE)
 FRED PERRY LIMITED
 C/o DHL SUPPLY CHAIN
 DE RIEMSDIJK 1
 4004 LC TIEL
 NETHERLANDS